

Centre County Emergency Communications / 9•1•1

Hiring Process

1. **Application submission and review** – Applicants who meet the minimum requirements are contacted and asked to contact the 9•1•1 office to schedule a date to complete the CritiCall examination.
2. **Required Forms** – When reporting for the CritiCall examination all applicants will be required to sign a Criminal Background Check Release and an Alternative Work Schedule Waiver. These forms are required to continue in the selection process.
3. **Testing** – We use CritiCall pre-employment Testing Software which is software designed to test job related skills necessary for today's 9•1•1 dispatching/telecommunications environment. CritiCall provides the ability to test the actual skills, including computer-related skills, keyboarding, and multi-tasking capabilities needed to be an effective 9•1•1 Telecommunicator. A proctor will administer the test, the applicant will have 2 hours to complete the examination. Your test results will be reviewed with you immediately after completion of the test. Applicants must successfully pass the CritiCall testing to continue to the next step in the selection process. The maximum times the test can be taken is three (3) times, if applicant is unsuccessful in passing three (3) times applicant will be disqualified from future employment with 9•1•1. Applicants who are not successful in passing CritiCall the first time will be immediately scheduled with a re-test date 30 days from the first test date. If applicant does not successfully pass the 30 day re-test, applicant will be required to wait one (1) year after which they may re-apply for the 9•1•1 telecommunicator position to test a 3rd and final time.
4. **Criminal Background Check** – An extensive background check will be performed for all candidates, whether they pass or fail CritiCall. The background check is done on all applicants so that resources are not used to recruit an applicant who may be ineligible. The applicant's background check must not contain any offenses that would restrict him/her from access to the Pennsylvania State Law Enforcement databases (NCIC, CLEAN, and J-Net databases).
5. **Notification** – All applicants will be notified of the results of the test, and if applicable if the background check has disqualified the applicant from further consideration.
6. **Initial Interview** – An initial interview will be conducted with applicants that successfully pass the CritiCall test and criminal background check. The interview will be scored, and will become part of the candidate's final evaluation.
7. **Personality Test** – We require a personality test to be completed by all applicants. The test is designed specifically to determine if your personality fits the requirements to do the job as a Public Safety Telecommunicator. This test will be used as part of the hiring process and the findings may be used during the second interview.
8. **Sit In** – All applicants being considered for employment will be required to perform a "sit in", which will entail spending a minimum of 6 to 8 hours in the Communications Center. The goal of the sit in is for the applicant to gain a general knowledge of the job functions that are performed in the 9•1•1 Center and environment in which the job is performed. Applicants will be required to keep their cell phone in their vehicle or with their belongings and not with them in the Communications Center due to confidentiality, along with being a distraction to applicants during the sit in. If the applicant needs to

communicate with family for urgent or immediate needs, they can access their phone on a break in the break room area.

The candidate will be asked to complete a questionnaire form when the sit in is completed. In addition, Communications Center staff will also complete an evaluation form on the candidate after the sit in is complete. All completed evaluations will reviewed and considered part of the final evaluation.

9. **Additional Interviews** – A second interview will be held with any applicant who passed all areas to ask general interview questions along with any specific questions we have based upon your prior interview, sit in, personality tests, and your employment history. We will discuss the working environment, employer expectations, and benefits offered. The applicant will also have the opportunity to ask any additional questions they may have. The second interview will be rated as a pass or fail. We may require additional interviews depending on the time elapsed during the hiring process.
10. **Final Candidate Assessment** – Each candidate will be graded based upon how well they completed each segment of the hiring process. The final rating will be used in the decision making process on our selection of the candidate(s) to be recommended for hire. Please note, if a candidate fails any segment of the hiring process he/she will be disqualified from being considered further for employment.
11. **Confirmation of Interest** – The Assistant Director will contact applicant to obtain a confirmation of interest in the position before 9·1·1 proceeds with reference checks.
12. **Reference Checks** – Once the Assistant Director confirms the applicants' interest in the position, staff.
13. **Confirmation Contact** – If the applicants' reference reviews are desirable the Assistant Director will contact the applicant to relay that their reference checks have been successful.
14. **Conditional Offer of Employment** – Upon completion of all steps and if there is a position vacancy, a "conditional offer of employment" may be made to the applicant. The employment offer is conditional until approved at the Public Salary Board meeting.
15. **Salary Board Recommendation/Approval** – A memorandum of recommendation for the applicant will be submitted to the Human Resources office for the Salary Board's bi-weekly agenda. The Salary Board must approve the recommendation before the job offer can be considered official.
16. **Final Confirmation of Employment** – The Assistant Director will contact the applicant upon notification that the salary board has approved the recommendation. At this time the Assistant Director will confirm a start date with the applicant and review the items applicant must have with them for the first day of employment.